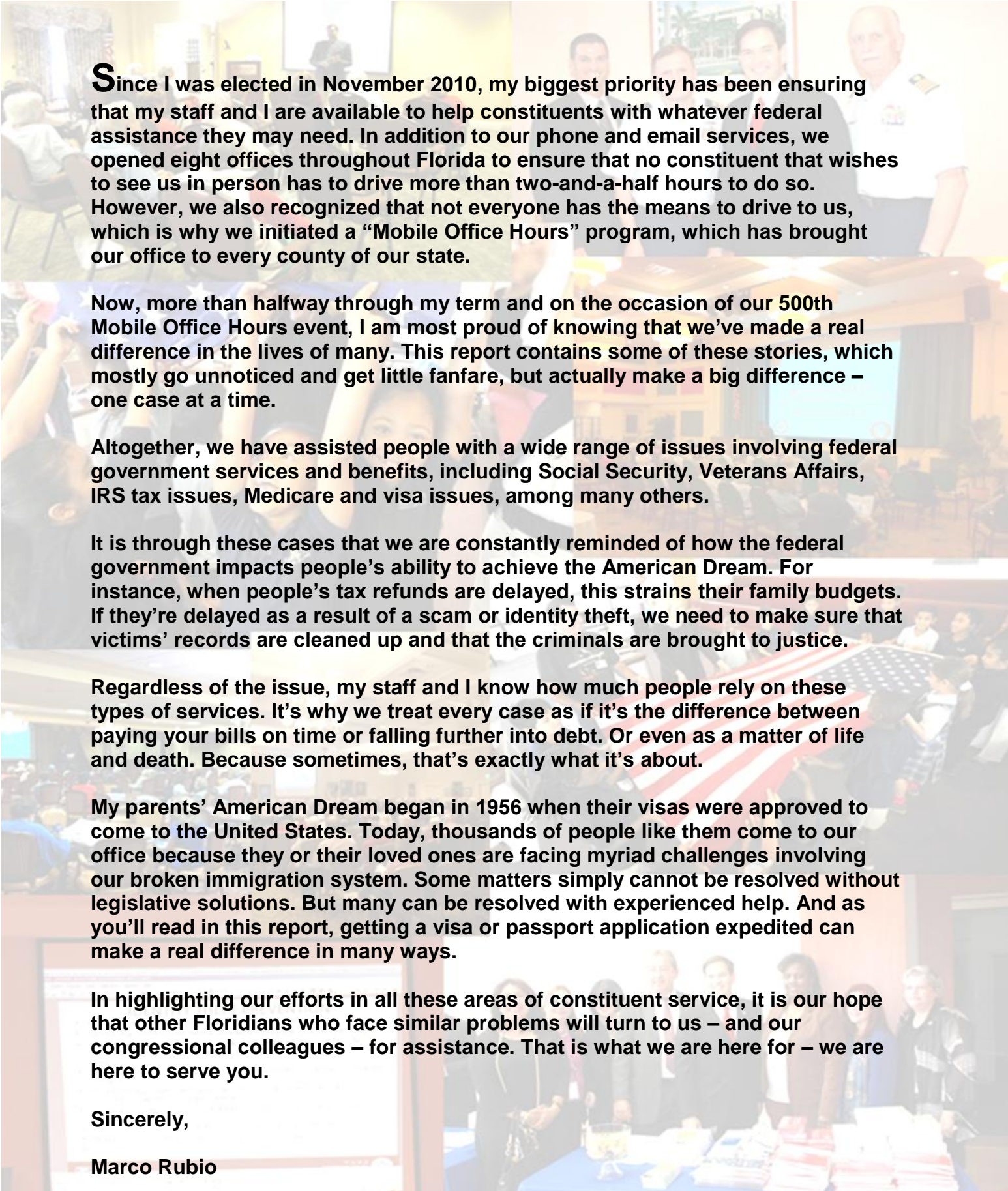


U.S. Senator Marco Rubio and his office celebrate



Mobile Office Hours

And the lives impacted
through constituent service



Since I was elected in November 2010, my biggest priority has been ensuring that my staff and I are available to help constituents with whatever federal assistance they may need. In addition to our phone and email services, we opened eight offices throughout Florida to ensure that no constituent that wishes to see us in person has to drive more than two-and-a-half hours to do so. However, we also recognized that not everyone has the means to drive to us, which is why we initiated a “Mobile Office Hours” program, which has brought our office to every county of our state.

Now, more than halfway through my term and on the occasion of our 500th Mobile Office Hours event, I am most proud of knowing that we’ve made a real difference in the lives of many. This report contains some of these stories, which mostly go unnoticed and get little fanfare, but actually make a big difference – one case at a time.

Altogether, we have assisted people with a wide range of issues involving federal government services and benefits, including Social Security, Veterans Affairs, IRS tax issues, Medicare and visa issues, among many others.

It is through these cases that we are constantly reminded of how the federal government impacts people’s ability to achieve the American Dream. For instance, when people’s tax refunds are delayed, this strains their family budgets. If they’re delayed as a result of a scam or identity theft, we need to make sure that victims’ records are cleaned up and that the criminals are brought to justice.

Regardless of the issue, my staff and I know how much people rely on these types of services. It’s why we treat every case as if it’s the difference between paying your bills on time or falling further into debt. Or even as a matter of life and death. Because sometimes, that’s exactly what it’s about.

My parents’ American Dream began in 1956 when their visas were approved to come to the United States. Today, thousands of people like them come to our office because they or their loved ones are facing myriad challenges involving our broken immigration system. Some matters simply cannot be resolved without legislative solutions. But many can be resolved with experienced help. And as you’ll read in this report, getting a visa or passport application expedited can make a real difference in many ways.

In highlighting our efforts in all these areas of constituent service, it is our hope that other Floridians who face similar problems will turn to us – and our congressional colleagues – for assistance. That is what we are here for – we are here to serve you.

Sincerely,

Marco Rubio

CONSTITUENT CASEWORK	3
By The Numbers	3
MOBILE OFFICE HOURS	4
What are Mobile Office Hours?	4
Statistics.....	4
Behind The Scenes Are Real Stories Of Real People Being Helped	6
Immigration	6
Veterans Affairs Benefits	8
State Issues.....	10
Social Security	12
Taxes	13
International Issues	15
Unforgettable Cases	18
Constituent Thank You Letters	21
CLOSING NOTE.....	22

Senator Rubio and his staff want to thank the representatives of the federal and state agencies who have worked with us over the past three-and-a-half years to help our constituents resolve their issues. We also owe a debt of gratitude to all the various city and county governments, local chambers of commerce, community centers, organizations and universities that we have partnered with over the years to make these first 500 Mobile Office Hours possible. Thank you for opening the doors to your facilities and helping us serve our constituents together.

CONSTITUENT CASEWORK

By The Numbers

Since Senator Rubio was sworn into office in January 2011, his office has received 22,129 requests for assistance from his constituents. Over 19,216 of those requests have been resolved.

Senator Rubio's staff works on the average case for 82 days to bring the case to resolution.

The top 5 issue areas requested for help by Florida constituents are:

- Immigration
- Veterans Affairs Benefits
- State issues such as Medicaid
- Social Security
- Taxes

MOBILE OFFICE HOURS

What are Mobile Office Hours?

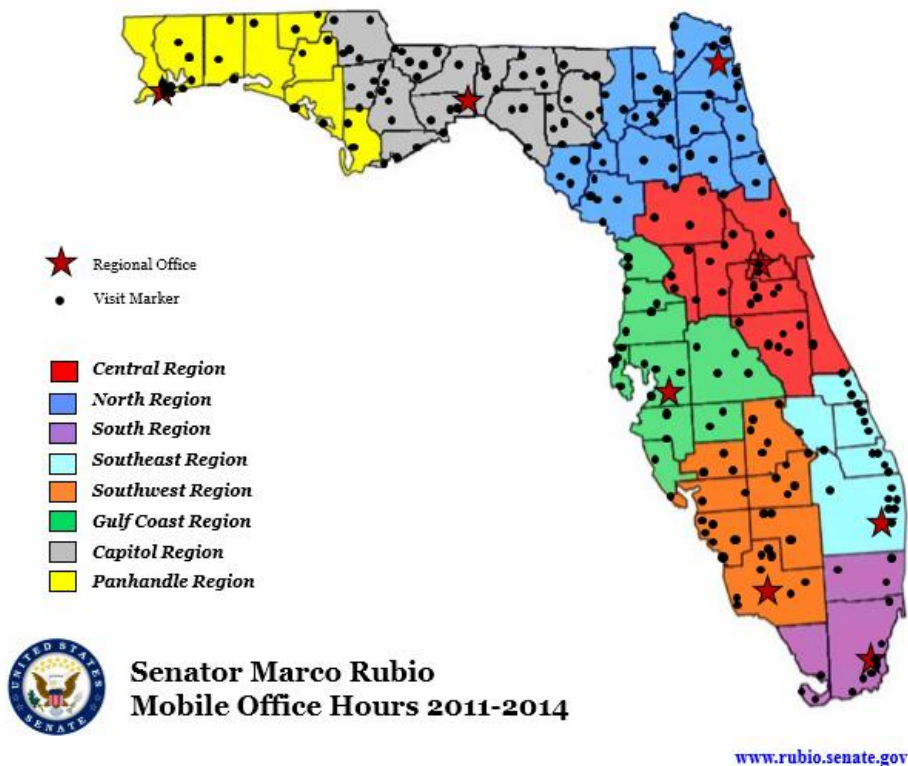
Each week, Senator Rubio brings his office to you. His staff travels throughout the state of Florida to meet with constituents and assist them with federal issues in their own communities. For constituents who can't visit the regional offices, these "Mobile Office Hours" offer a more convenient way to seek federal casework assistance.

[\(Back to Top\)](#)

Statistics

July 10, 2014 marks the 500th Mobile Office Hours outreach event held by Senator Rubio's staff throughout Florida. Over 2,150 Floridians have visited with the Senator's office at these events.

[\(Back to Top\)](#)





Join representatives from Senator Rubio's office and the Federal Trade Commission for a workshop

"BEING SCAM SMART"

Protecting Your Money & Identity from Fraud

Wednesday—March 28, 2012
10:00am-12:00pm

The Volen Center
1515 West Palmetto Park Road
Boca Raton, Florida 33486

Topics Will Include:

Identity Theft & Telemarketing * Medical Discount Plans * Charities & Fundraising Fraud
Credit & Loan Offers * Sweepstakes & Lotteries * Buying Club Memberships
Robocalls * Government Grant Scams * Travel Scams

For more information, call the Southeast Regional Office at
(561) 775-3360



OFFICE OF UNITED STATES
SENATOR MARCO RUBIO
Capital Region Mobile Office Hours

THURSDAY—DEC. 1, 2011

JACKSON COUNTY
9:00AM - 11:00AM CST
Jackson County Commission Chambers
2864 Madison Street
Marianna, FL 32448

WASHINGTON COUNTY
12:00PM - 2:00PM CST
Washington County Chamber of Commerce
672 5th Street
Chipley, FL 32428

CALHOUN COUNTY
3:00PM - 5:00PM CST
Calhoun County Chamber of Commerce
20816 Central Avenue East, Suite 2
Blountstown, FL 32424

MEMBERS FROM SENATOR RUBIO'S STAFF WILL BE AVAILABLE TO MEET WITH THE PUBLIC AT THE POSTED TIMES AND LOCATIONS TO ASSIST WITH FEDERAL ISSUES

FOR MORE INFORMATION, CALL THE CAPITAL REGIONAL OFFICE AT (850) 491-2749



Office of United States Senator
Marco Rubio
Gulf Coast Mobile Office Hours

WEDNESDAY - AUGUST 17, 2011

CITRUS COUNTY
8:30 A.M. - 10:30 A.M.
COLLEGE OF CENTRAL FLORIDA
BUILDING C4, ROOM 208
3800 SOUTH LECANTO HIGHWAY
LECANTO, FL 34461

HERNANDO COUNTY
1:00 P.M. - 3:00 P.M.
PASCO/HERNANDO COMMUNITY
COLLEGE
BUILDING B, ROOM 105
450 BEVERLY COURT
SPRINGHILL, FL 34606

PASCO COUNTY
4:00 P.M. - 6:00 P.M.

HERNANDO COMMUNITY
IG C, ROOM 205C
RIDGE ROAD
ORT RICHIEY, FL 34654

THURSDAY - AUGUST 18, 2011

PINELLAS COUNTY
8:30 A.M. - 11:00 A.M.
ITT TECHNICAL INSTITUTE
THEORY ROOM 9
877 EXECUTIVE CENTER DR. WEST
SUITE 100
ST. PETERSBURG, FL 33702

HILLSBOROUGH COUNTY
1:00 P.M. - 3:00 P.M.
HILLSBOROUGH COMMUNITY COLLEGE
STUDENT SERVICES BUILDING, ROOMS
108 AND 110
4001 WEST TAMPA BAY BLVD.
TAMPA, FL 33614

POLK COUNTY
4:00 P.M. - 6:00 P.M.
POLK STATE COLLEGE
LTB, ROOM 1295
3425 WINTER LAKE ROAD
LAKELAND, FL 33803

BERS FROM SENATOR RUBIO'S STAFF WILL BE AVAILABLE TO MEET WITH THE JC AT THE POSTED TIMES AND LOCATIONS TO ASSIST WITH FEDERAL ISSUES.

FOR MORE INFORMATION, CALL THE GULF COAST REGIONAL OFFICE AT (813) 941-2749



OFFICE OF UNITED STATES
SENATOR MARCO RUBIO
Southeast Region Mobile Office Hours

THURSDAY-FEB. 16, 2012

MARTIN COUNTY
9:00AM - 11:00PM
Indian River State College, Chastain Campus
The Volf High Technology Center - Strategic Planning Room
440 S.E. Salerno Blvd.
Stuart, FL 34997

PALM BEACH COUNTY
1:00PM - 3:00PM
Office of Florida's Chief Financial Officer Jeff Atwater
814 13 Highway, Suite 200
North Palm Beach, FL 33461

FRIDAY-FEB. 17, 2012

OSCEOLA COUNTY
9:00AM - 10:00PM
Indian River State College, Dixon Hendry Campus
The Williams Center, Bldg. C - Room 107
1400 N.W. 9th Avenue
Ocala, FL 34475

ST. LUCIE COUNTY
1:00PM - 3:00PM
City of Port St. Lucie City Hall
Building A, 4th Floor, Room 408
101 S.W. Port St. Lucie Blvd.
Port St. Lucie, FL 34954

INDIAN RIVER COUNTY
2:00PM - 8:00PM
Indian River State College, Winter Campus
The Richardson Center, Bldg. C - Room 103
895 College Lane
Vero Beach, FL 34966

MEMBERS FROM SENATOR RUBIO'S STAFF WILL BE AVAILABLE TO MEET WITH THE PUBLIC AT THE POSTED TIMES AND LOCATIONS TO ASSIST WITH FEDERAL ISSUES.

FOR MORE INFORMATION, CALL THE PALM BEACH REGIONAL OFFICE AT (561) 232-0580 OR (888) 837-1067 FOR TOLL-FREE IN FLORIDA.



OFFICE OF UNITED STATES
SENATOR MARCO RUBIO
Southeast Region Mobile Office Hours

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FOR MORE INFORMATION, CALL THE PALM BEACH REGIONAL OFFICE AT (561) 232-0580 OR (888) 837-1067 FOR TOLL-FREE IN FLORIDA.



Office of United States Senator Marco Rubio
South Florida Mobile Office Hours

Members from Senator Rubio's staff will be available to meet with the public at the posted times and locations to assist with federal issues.

SATURDAY - DECEMBER 3, 2011

ED BURKE RECREATION CENTER
9:30 A.M. - 1:00 P.M.
11400 NE 9th COURT
BISCAYNE PARK, FL 33161

FOR MORE INFORMATION, CALL SENATOR RUBIO'S SOUTH FLORIDA REGIONAL OFFICE AT (305) 418-8553



OFFICE OF UNITED STATES
SENATOR MARCO RUBIO
South Florida Mobile Office Hours

DEAR RESIDENTS OF MONROE COUNTY:

IF YOU ARE HAVING AN ISSUE WITH SOCIAL SECURITY, MEDICARE, VETERANS BENEFITS, IMMIGRATION, THE IRS OR ANY FEDERAL AGENCY, A MEMBER OF SENATOR RUBIO'S STAFF WILL BE AVAILABLE TO MEET WITH YOU. PLEASE PLAN TO ATTEND TO MEET YOUR LOCAL STAFF AND FIND OUT THE SERVICES SENATOR RUBIO'S OFFICE OFFERS TO ASSIST WITH FEDERAL ISSUES.

MONROE COUNTY CONSTITUENT SERVICE HOURS

THURSDAY - JUNE 25, 2013
TULASIE, VILLAGE OF ISLANDS
2:30PM - 4:30PM
FOUNDERS PARK COMMUNITY CENTER
67000 CHENIERE HIGHWAY
ISLANDORA, FL 33036

WEDNESDAY - JUNE 26, 2013
KEY WEST
10:00AM - 1:00PM
SAN CARLOS INSTITUTE
500 DYNASTY STREET
KEY WEST, FL 33040

FOR MORE INFORMATION, CALL THE SOUTH FLORIDA REGIONAL OFFICE AT (305) 418-8553

CONSTITUENT SERVICES OPEN HOUSE

FRIDAY, FEBRUARY 18, 2011

11:30 AM - 1:30 PM

DOWNTOWN ORLANDO INFORMATION
CENTER AT SEASIDE PLAZA

201 SOUTH ORANGE AVENUE, SUITE 102
ORLANDO, FL 32801
(ON THE CORNER OF ORANGE AND CHURCH STREET)

MEET MEMBERS OF MY STAFF AND VISIT WITH REPRESENTATIVES FROM THE FOLLOWING AGENCIES THAT CAN PROVIDE ASSISTANCE

- Internal Revenue Service
- The Centers for Medicare and Medicaid Services—SHINE
- Social Security Administration
- U.S. Citizenship and Immigration Services
- U.S. Department of Housing and Urban Development
- U.S. Department of State, Miami Passport Agency
- U.S. Department of Veterans Affairs

PLEASE RSVP TO RSVPORLANDO@RUBIO.SENATE.GOV
FOR MORE INFORMATION, CALL (407) 254-2573



BIWO SENATÉ ETAZINI
MARCO RUBIO
Sevle Mobil na rilyon central florid

Ché komoné alyryen nan Orange County:

Si ou gen yon problem ak Sosyal Sekirite, Medika, benefis veteren milita, imigrasyon, IRS, ak lòt agans federal, genyen yon manb biwo Senatè Rubio ap disponib pou rankontre ak ou pou jwenn ed ak solisyon sa yo.

SAMEDI - 26 AVRIL 2014

END TIME SABBATH WORSHIP CENTER

4:00PM - 7:00PM

2150 Brengle Avenue
Orlando, Florida 32808

*Mwen gen yon manb biwo-m ki palé Kreyòl

POU PLUS ENFOMASYON, RELE BIWO SENATÉ RUBIO NAN (407) 254-2573,
RELE GRATIS NAN (866) 630-7106



OFFICE OF UNITED STATES
SENATOR MARCO RUBIO
Southwest Region Mobile Office Hours

Dear Residents of Lee, Hendry, and Glades Counties:

If you are having an issue with Social Security, Medicare, Veterans Benefits, Immigration, the IRS or any federal agency, a member of Senator Rubio's staff will be available to meet with you. Please plan to attend to meet your local staff and find out the services Senator Rubio's Office offers his constituents.

WEDNESDAY—APRIL 3, 2013

LEE COUNTY
9:00 A.M. - 11:00 A.M.
Edison State College
Building S, Room 107
Boys College Parkway
Fort Myers, FL 33904

HENDRY COUNTY
12:30 P.M. - 2:00 P.M.
Hendry County Courthouse
County Commission Chamber
25 East Hickpochee Ave.
LaBelle, FL 33935

GLADES COUNTY
3:00 P.M. - 4:00 P.M.
Glades County Courthouse
County Commission Chamber, 2nd Floor
300 Ave. J
Moore Haven, FL 33471

Members from Senator Rubio's staff will be available to meet with the public at the posted times and locations to assist with federal issues.

For more information, call the Southwest Regional Office at (239) 333-1541.



OFFICE OF UNITED STATES
SENATOR MARCO RUBIO
Capital Region Mobile Office Hours

If you are having an issue with Social Security, Medicare, Veterans Affairs benefits, immigration, USDA, the IRS or any federal agency, our office may be able to help.

CALL TOLL-FREE IN FLORIDA
1-866-630-7106

Senator Rubio has staff specifically trained to assist any individual or group with a concern, complaint or question as it relates to a federal agency. To request assistance from Senator Rubio's office, visit Rubio.Senate.Gov to fill out and submit the privacy release form and learn more about the services available to Florida residents.



About Marco

Marco Rubio was elected to the United States Senate in 2010 to represent the state of Florida. In 1975, Marco was born in Miami to Cuban exiles who first arrived in the United States in 1966. He graduated from South Miami Senior High School and the University of Florida. He earned his juris doctor, cum laude, from the University of Miami. From 2000-2008, Marco served in the Florida House of Representatives, serving as Speaker of the House for two years. He and his wife Jeanette have four children and live in West Miami.

Behind The Scenes Are Real Stories Of Real People Being Helped

Note: Due to privacy reasons, full names are not provided below.

Immigration

[Elisha Dawkins](#) is a veteran that resides in North Florida. He applied for citizenship but his application was delayed pending additional information from the Navy. He contacted Senator Rubio for assistance, and a member of the staff contacted the U.S. Citizenship and Immigration Service (USCIS) and the Navy. After the required documentation was submitted, his application was approved.

As told in the [Miami Herald](#):

“He went from risking his life for this country and being honorably discharged twice to being criminally prosecuted and thrown in jail for almost three months in 2011 by the government he served.

...

“I am so grateful for the many people who stood by me and believed in me,” he added, listing, among many others, U.S. Rep. Frederica Wilson, D-Miami, and U.S. Sens. Bill Nelson, a Democrat, and Marco Rubio, a Republican, and their staffs, as important players in getting a positive resolution to his case.”

###

In August 2011, Senator Rubio’s staff was able to successfully resolve a casework issue for Okaloosa County constituent Adam. Adam had been trying to get immigration forms for his fiancée through USCIS for about 6 months. He contacted Senator Rubio’s office for assistance, and within two weeks, Rubio’s staff was able to streamline the process and get Adam’s fiancée’s paperwork approved by USCIS.

###

In October 2012, Senator Rubio’s staff assisted Charles, a resident of Central Florida and a member of the armed services who was scheduled to deploy overseas. Charles contacted the Senator’s office because his fiancée resided in Germany, and he wanted her to come to the U.S. so they could get married before he deployed. A member of the staff reached out to the USCIS office, which accepted the request to expedite Charles’ petition for his fiancée’s visa. The office approved Charles’ petition and forwarded it to the consulate, where they issued his fiancée’s visa prior to his deployment.

###

Luis was the victim of immigration identity theft. Someone had stolen his account number and his name, and that person had already been deported. Unable to prove his

identity, Luis was placed under deportation orders. Senator Rubio's staff requested that officials examine the fingerprints in the ICE file and compare with the constituent's prints – and those in his original file. Luis was cleared and granted his residency, and his case was closed in December 2013.

###

USCIS in Kendall had denied Osmany's application for legal permanent residency because he didn't have proof of legal entry. After Senator Rubio's office contacted Customs and Border Protection (CBP) in Washington, DC, they confirmed that Osmany had been inspected at a land port of entry. A caseworker forwarded CBP's response to USCIS Kendall and they were able to verify that indeed Osmany was inspected upon entry and the case was re-opened. His application was approved and he was issued a Permanent Resident Card.

###

In late August 2013, the director of a Christian school in Central Florida contacted Senator Rubio because some students accepted for admission were denied their visas by the U.S. Consulate in their home countries. The school is certified by the Department of Homeland Security for international students, and this was the first problem they encountered with the program. A member of the staff contacted the U.S. State Department and was informed that they required additional documentation to certify the students were not "intending" immigrants. The applicants resubmitted their information with additional proof that all of the students had valid tourist visas and previously traveled to Florida many times. Based on that and other certifying information, the consulate issued the students' visas required to attend school in Florida.

###

In January 2014, Senator Rubio read [the Tampa Tribune story](#) of Lazaro, a Cuban man who came to Tampa in 2007 with his wife and two daughters as a political refugee. Though he had a bachelor's degree and taught machinery construction in his native country, could find only manual work here. Lazaro landed in a place he now calls his second home, the Tampa Bay Christian Academy. Staff and students there adopted Lazaro as their own, embracing his strong work ethic, his constant smile and his willingness to help out wherever he was needed. They also encouraged his efforts to learn English and study for the citizenship test. On the day he went to take his oath with 49 fellow immigrants, nearly two dozen youth and adults from the school surprised him at the ceremony with homemade banners, cards and flags. Senator Rubio was touched by this expression of love.

To commemorate Lazaro becoming a citizen and the support the school gave him, Senator Rubio's staff delivered an American flag to the school that was flown above the Capitol Building on Jan. 7 — the same day Lazaro officially became an American.



Students hold the American flag given to the school by Senator Rubio to honor the citizenship of school maintenance director Lazaro Escobio. Read the full Tampa Tribune story [here](#). Photo Credit: Jim Reed and the Tampa Tribune.

[\(Back to Top\)](#)

Veterans Affairs Benefits

Keith, contacted the office on behalf of his mother for help getting the U.S. Department of Veterans Affairs (VA) to approve pension and Aid and Attendance benefits in 2012. There were issues regarding the reporting of his mother's net worth to the VA and others. She had originally applied for the benefit in 2011. She was finally awarded benefits in a September 30, 2013 decision, but her \$26,370.00 retroactive payment bounced back to the VA in October 2013 when it was transmitted to her bank based on banking information the VA said it received from the widow. After providing the banking information to her son and his mother's bank manager, they said the account and routing information the VA had on file was incorrect. New information was sent to the VA in late October 2013. When the office was told it would not be processed until January 2014, a staff member spoke with a congressional liaison who said she could manually process the payment. After doing so, the money was deposited in the widow's account on November 10, 2013.

###

Blair, a veteran's wife, requested assistance on behalf of her husband, 86, who has dementia and other health issues. He was appealing the VA's denial of Individual Unemployability (IU), and his case had been sent back and forth between various offices six times due to lack of an adequate medical opinion. Senator Rubio's staff made inquiries to the VA. After a favorable decision, our office requested the VA get his retroactive payment processed quickly. He received \$116,000.00 in retroactive IU payments for payments due from October 2008.

###

Tamera contacted the office in August 2013 regarding an appeal with the VA. She originally filed a disability claim stating her health had deteriorated so badly that she could not work. In fact, she spent about 75% of her time in bed due to terrible migraines. As a result of our initial inquiry, the VA overturned their previous denial and deemed her eligible to receive educational assistance through Vocational Rehabilitation. On December 2013, the VA deposited a retroactive check in the amount of \$59,518.00 in her bank account. In addition, she is in receipt of a monthly disability payment of \$1,483.00.

###

Jarrold submitted an inquiry to our office regarding a pending VA disability claim for his left ankle, left foot, arthritis, lower back, degenerative joint disease and bilateral knees. Jarrold initially filed the claim with the VA in January 2012. Finally, in October 2013, VA officials approved his claim and sent him a retroactive check in the amount of \$41,235.00. In addition, they notified him that he would begin receiving a monthly pension check in the amount of \$1,335.00.

###

Anibal contacted the office in early August 2013 requesting retroactive pay on his VA disability compensation. A staff member sent an inquiry to the VA on August 3rd. As a result, VA officials determined that he was entitled to a retroactive Concurrent Retirement Disability Pay (CRDP) check in the amount of \$29,721.00. This check was deposited in his account on August 12th.

###

Jane is a permanently disabled veteran residing on the Gulf Coast. In April 2012, she contacted the senator's office because she was in a great deal of pain due to a dental problem. A caseworker contacted the VAMC Tampa Dental Clinic and was told all the emergency slots were filled but she would get a standby appointment for the same day. The caseworker encouraged the veteran to attend and she was subsequently seen on the same day.

###

In April 2012, Senator Rubio's staff was able to resolve an issue for Gary, a veteran from the Gulf Coast. After receiving notice that his VA payments would be suspended as of April 1, Gary contacted one of the Senator's regional offices for assistance. A member of the staff reached out to the VA and discovered that Gary needed a Pension Eligibility Verification Report (EVR), which he was able to provide. A copy was forwarded by the office to the VA and his benefits were reinstated.

###

Fred is a disabled veteran that applied for disability assistance from the VA last year. With his hearing loss getting progressively worse, he contacted the Senator's office for assistance. A member of the staff contacted the VA requesting that his application be expedited due to his deteriorating health. After expedited review, his application was approved. The VA sent him a retroactive check in the amount of \$15,422.00. In addition, he received a monthly pension check in the amount of \$1,402.00.

###

David, a disabled veteran residing in South Florida, contacted Senator Rubio's office regarding his pending claim with the VA for increased disability. He recently lost his job due to kidney failure and his claim had been pending for over 15 months. A member of the staff contacted the agency and requested an expedited review of his application due to his dire health condition. Within weeks, VA officials approved his claim and sent him a retroactive check in the amount of \$24,103.00. In addition, he received a monthly compensation check in the amount of \$3,561.00.

###

In September 2012, Senator Rubio's staff was able to help Kenneth, a disabled veteran residing in the Florida Panhandle. A few weeks prior, his wife went to their bank to withdraw money in preparation for a possible hurricane. To her surprise, the bank said Kenneth's veteran's compensation benefit check was rescinded because the VA had listed him as deceased. Obviously, Kenneth was still very much alive, so the couple called Senator Rubio's office for assistance, and a member of the staff contacted the VA to resolve the matter. Kenneth's benefit check was reinstated within a week, but his subsequent monthly benefit continued to be delayed. After additional follow-up by the Senator's staff, the VA corrected the error and Kenneth received his VA benefits in full.

###

In February 2012, Senator Rubio's staff was able to successfully resolve a casework issue for Laurence, a disabled veteran residing in Lee County. The Coast Guard was threatening to take away his tax-free Combat Related Special Compensation (CRSC) pay because the service had computed his CRSC percentage incorrectly. The issue needed to be resolved quickly or Laurence would lose his tax-free CRSC status and pay federal taxes on an additional \$5,000 a year. The Senator's staff contacted the Department of Veterans Affairs, which did an expedited review of his application that included supportive documentation for his current medical condition. The agency decided to increase his percentage which, was reported to the Coast Guard Pay Center, and he was able to retain his tax-free CSRC payments.

[\(Back to Top\)](#)

State Issues

In August 2013, Senator Rubio's staff assisted Fernando, an elderly man who resides in South Florida. His adult daughter is disabled and was recently released from an Assisted Living Facility (ALF) and back into Fernando's care. Her benefits from the Florida Department of Children and Families needed to be transferred but Fernando did not know how to accomplish that, so he visited the Senator's office for assistance. Because the reinstatement of benefits falls within the purview of the State of Florida, a member of the staff connected Fernando with a representative of SHINE (Serving the Health Insurance Needs of the Elderly). The representative was able to walk him through the process and get the application filed as required.

###

In April 2014, Laura, a resident of Central Florida, met with Senator Rubio's staff at her local Mobile Office Hours. She shared her concerns about the damaged sidewalk in front of her residence and feared a potential sinkhole was forming in the area. A member of the staff reported her concerns to state and local representatives. In turn, they sent the appropriate authorities to inspect the area. After the investigation was concluded, they confirmed it was not a sinkhole and the sidewalk was repaired.

###

In October 2011, Senator Rubio's staff was able to successfully resolve a casework issue for William, a resident of Volusia County, who contacted the Senator's staff regarding a hazmat classification on his Florida CDL license. He needed approval so that he could acquire a job with UPS. The Transportation Security Administration (TSA) was in the process of performing the required background check to grant the hazmat classification, which normally takes 4-6 months. Due to the time constraints on his employment offer with UPS, Rubio's office asked that the agency expedite William's background check. TSA agreed, and because there were no complications, the hazmat classification was approved two days later. William was able to get his license in the timeframe required, and received the job at UPS.

###

In April 2012, Senator Rubio's staff was able to successfully resolve a case for Jose and his wife, who are South Florida constituents. Jose's wife is ill and they needed assistance moving from their low income residence to a place closer to her health care facility. Unsure of the process, he contacted the Senator's office for assistance. A member of the staff was able to provide him with information for the local public housing agency. After Jose completed the necessary steps, he and his wife were approved for relocation.

###

Annie's husband was terminally ill. With the doctor's approval, he was transported by ambulance to his residence so that his final days would be resting peacefully at home under Hospice care. He passed away in August 2010, but Medicare refused to pay the cost of transportation. Annie filed appeals with no success, so she contacted Senator Rubio for assistance in March 2011. Medicare approved payment of her husband's ambulance transport claim posthumously in May 2011 when she provided proof that the ambulatory service was medically necessary.

###

Marianne is a Tricare dependent that was left without Medicare Part B coverage in October 2011 based on erroneous information. The Social Security Administration (SSA) reinstated her Part B coverage and waived the penalty when the constituent furnished evidence showing she received misinformation from an SSA representative regarding her decision to delay enrolling in Medicare.

###

Iraida was dealing with Collier County Housing Authority and Palm Beach County Housing Authority, and was having difficulty getting a transfer. In November 2013, she visited Senator Rubio's office to report that she was given a 60 day voucher but claimed that because of the housing authority's negligence and untimely assistance, she lost her opportunity and was without a home. The elderly woman even slept in a car one of the times that she travelled to Palm Beach to fill out more documents. This was going on for seven months. After a member of the staff contacted the housing authorities, Iraida's apartment was ready for move in.

###

Maria came to Senator Rubio's office in December 2011 extremely frustrated and upset because the modification of the mortgage on her home was complete, and papers were signed and returned to the lender, but the lender stated that they did not have the signed documents, therefore no modification was in place. The lender demanded all the money be paid, or Maria would lose her home. Senator Rubio's office contacted the lender, and Maria's modification was reinstated and approved within three months.

[\(Back to Top\)](#)

Social Security

In June 2014, Sam suffered a heart attack after helping push a stranger's stalled car off I-4. Senator Rubio's office was contacted by a family friend on behalf of Sam, who is self-employed and the only wage earner for his family. Swift actions were taken by Senator Rubio's office to help the family initiate a disability claim. Our office remained in close contact with the family to ensure timely submission of medical records to establish

permanent disability and dire need. The Social Security Administration quickly issued a favorable decision.

###

In March 2012, Senator Rubio's staff was able to successfully resolve a casework issue for Susan, a Central Florida resident whose Social Security Disability benefits exceeded the income threshold for full Medicaid coverage. As a result, Susan was unable to pay for her blood pressure and respiratory prescriptions. A caseworker from Senator Rubio's office was able to contact the Florida Department of Children and Families (DCF) for assistance. Representatives from DCF helped get Susan enrolled in the Florida Medically Needy Share of Cost Program and worked with her local pharmacy. As a result of these efforts, Susan was able to get her medications within 48 hours.

###

In March 2013, Senator Rubio's staff assisted Ms. Brown, a resident of the Treasure Coast who had stage IV cancer and had recently applied for Social Security disability benefits. Ms. Brown contacted our office for assistance expediting her case. As a result of our inquiry, it was discovered that Ms. Brown's claim had not yet been entered for processing. Our staff worked with the Social Security Administration, and her claim was immediately processed with a favorable outcome.

###

In August 2012, Erica discovered her Social Security number belonged to someone else when her financial aid application was denied three months prior to entering college as a freshman. After Senator Rubio's office got involved, a new Social Security card was processed in one day and hand delivered by a Social Security Administration (SSA) representative within one week, allowing Erica to proceed with her college plans.

[\(Back to Top\)](#)

Taxes

In December 2012, Senator Rubio's staff was able to assist Harry and Linda, residents of Central Florida. After recently adopting a child, the IRS disallowed Harry and Linda's tax credit. The couple reached out to the Senator's office, and a member of our staff contacted the IRS Taxpayer Advocate Service and asked them to review the case. Shortly after, the couple found out the IRS approved their tax credit and they subsequently received their tax refund of \$13,549.

###

In September 2011, Diana, a floral shop owner, contacted Senator Rubio's office regarding the status of her tax refund. She had overpaid her taxes by over \$28,000 the year before and her refund was held up as the IRS continued to review her tax return. As the owner of a seasonal business, Diana was dependent on her refund to keep her business operating during the slow months of the year. The Senator's staff contacted the IRS Taxpayer Advocate Service, and her matter was resolved favorably. Diana received a refund check in the amount of \$28,679.06.

###

Emmanuel, a resident of Palm Beach County, contacted Senator Rubio's office in July 2012 because he had his identity stolen, thereby preventing him from receiving his 2011 tax refund. A member of the staff forwarded his case to the IRS Taxpayer Advocate Service where they were able to correct Emmanuel's tax record and process his tax return. His refund was later released.

###

During a Mobile Office Hours, Patricia, a constituent who managed a family trust that was set up to avoid future accounting and financial issues on behalf of her aunt and uncle, approached the Senator's staff regarding a tax liability issue with the IRS in the amount of \$72,000 when the home in the trust was sold at a loss. After intervention from the Senator's staff, the IRS Taxpayer Advocate Service was able to cancel the tax assessment. Her case was closed in December 2013.

###

John works with a Palm Beach Gardens non-profit organization, which lost its tax exempt status in 2012 due to a failure to file a tax return. The organization reapplied for an expedited status with the IRS and was told the decision would be rendered after the date of their large fundraising event. Senator Rubio's staff contacted the Taxpayer Advocate Service on his behalf and were able to get the program its 501(c)3 status reinstated three days before the fundraising event.

###

In September 2011, Garry, a Brevard constituent and a former NASA engineer who was laid off from the Kennedy Space Center, decided to start a non-profit organization to educate students, teachers and the public about the importance of science and math and how it relates to the space program. Garry contacted the Senator's office when there was a delay in processing his 501(c)3 application for non-profit status. A member of Senator Rubio's staff contacted the IRS and his application was finally approved.

###

In January 2012, after months of unsuccessfully trying to resolve the issue on her own, Mayra, a Central Florida resident, contacted Senator Rubio's office because her tax refund had been debited to a checking account that did not belong to her. The Senator's staff was able to work with the U.S. Department of the Treasury on Mayra's behalf and found that the refund had been deposited into a bogus checking account. The agency was able to get the funds returned by the bank and Mayra got her tax refund.

###

Ruben, a Central Florida resident, contacted Senator Rubio's office after he was unable to receive his 2011 tax refund due to identity theft. A member of Senator Rubio's staff contacted the IRS Taxpayer Advocate Service and was able to gather the necessary information from Ruben. His matter was resolved and his tax refund of \$4,048.00 was released to him.

###

Marvin, a Gulf Coast resident, contacted Senator Rubio's office for assistance after his IRS tax refund had been intercepted and fraudulently cashed. His tax refund included a first-time homebuyer's credit and was for over \$8,000. The Senator's staff contacted the U.S. Department of the Treasury, and their fraud group determined that the check was, in fact, cashed by someone else. Marvin's new refund check was quickly approved and reissued.

[\(Back to Top\)](#)

International Issues

In May 2012, Senator Rubio's staff was able to successfully resolve a case for James, a Central Florida resident, who contacted our office because his pregnant wife was robbed while traveling in Pakistan. Her green card was missing, and she was unable to contact the American Consulate for assistance. With concern for her well-being and need for medical attention, James contacted the Senator's office for assistance. A caseworker contacted the Consulate in Islamabad and, within hours, the officers approved her travel letter and she was able to return to Florida.

###

In January 2012, Senator Rubio's staff was able to successfully resolve a casework issue for Dario, a small business owner. Dario applied with the Department of the Treasury's Alcohol and Tobacco Tax and Trade Bureau (TTB) for approval of three wine labels so that his company could import and sell wine from Argentina. A member of Senator Rubio's staff contacted the Treasury Department to streamline the process, and all the labels were approved. Dario's company now imports and sells the wine in the United States.

###

In 2012, Senator Rubio's staff helped Angela, a South Florida constituent. Angela's husband went sailing last year and was declared missing. After an exhaustive search by rescue personnel, his boat was found empty. Angela was trying to obtain a Consular Report of Presumptive Death Abroad (ROPDA) from the U.S. Embassy in Santo Domingo, but had not been successful. A member of the staff contacted the State Department and the ROPDA was finally approved.

###

In September 2012, Senator Rubio's staff was able to help Justin, a Gulf Coast constituent who contacted our office for assistance with his passport. He was scheduled to travel on a mission trip to install electricity power lines at a camp for AIDS victims, but his passport application was still pending with the agency. A member of Rubio's staff contacted the passport agency and provided additional documentation that was required to complete the review. Justin's application was approved in time for his scheduled departure.

###

In March 2012, Senator Rubio's staff was able to successfully resolve a nonimmigrant visa issue for a musical group from Mexico that was scheduled to tour in Florida. The group applied for nonimmigrant worker visas to the United States Citizenship and Immigration Service (USCIS). The first performance was scheduled in the coming days and their application was still pending. A member of the Senator's staff found that the application was approved, but the State Department, which issues the visa, had not received the notice. Through the office's work, the notice was forwarded to the Consulate and the visas were issued within 24 hours.

###

In September 2013, Senator Rubio's staff was able to help Victor and his wife Theresa. Theresa needed a kidney transplant and had been on a waiting list for three years. With the help of her medical care team, Theresa discovered that her sister who lives in South America may be a match. Unfortunately, her sister had previously been denied a visa to visit the United States. Victor contacted Senator Rubio's office for assistance and a member of the staff contacted the American Embassy and provided them with documentation which confirmed that primary testing showed a high likelihood for a match. Theresa's sister returned to the Embassy with an additional financial affidavit showing capability to cover the cost of the procedure. After careful consideration of the new materials, the Embassy approved the visa.

###

In July 2012, Senator Rubio's staff was able to successfully resolve a case for Enrique, a South Florida resident and president of a competitive youth sports organization. The organization was hosting a tournament the following month and invited youth from several countries to participate. One group of athletes and their parents were unable to secure visa appointments at their local consulate in time for the tournament. Enrique contacted our office for assistance. A member of the office reached out to the consulate and requested an expedited appointment for the athletes and their parents. The consulate granted an earlier appointment for the athletes, and their visas were approved in time to participate in the tournament.

###

Maria is a resident of South Florida. Her son, Cristian, was admitted to the hospital and diagnosed with cancer. Her other son, Juan, lives in Cuba and applied for his visa to come be with the family during this challenging time, but was still pending approval. Maria contacted Senator Rubio's office for assistance. A member of the staff reached out to the U.S. Interests Section in Havana, Cuba to request an expeditious review of the application. The family supplied a letter from the hospital to prove the urgent medical situation, and Juan was subsequently issued the visa.

###

In September 2011, Senator Rubio's staff was able to successfully resolve a casework issue for Phares, a Miami-Dade constituent. His brother Jorel, from Haiti, was in need of a kidney transplant and Phares was a match. Rubio's staff was able to assist in obtaining a humanitarian visa for Jorel to have the transplant.

###

Alfredo, a constituent from Miami, was in need of a kidney transplant and the only viable donor was his sister who resides in Peru. In December 2011, after his sister was denied a tourist visa, Alfredo contacted our office. The Senator's staff requested reconsideration because of Alfredo's medical condition, and the Embassy approved the visa shortly thereafter. Alfredo's sister was able to travel to the U.S. for the transplant.

###

Carl was engaged to be married with a Tunisian national. Since his father had been diagnosed with a terminal illness, he wanted to be married as soon as possible to ensure his father's presence. However, his fiancée's visa application was under administrative review. He contacted the Senator's office for assistance and a caseworker submitted a request for expedited review and included evidence of the medical condition. The visa was approved within 2 days. The couple married in North Florida – with Carl's father proudly in attendance.

###

Daisy, a resident of Broward County, was in need of help with an immigration issue in May 2012. Daisy's mother had a terminal illness and was admitted to hospice care. Saddened that it had been over 30 years since her mother had seen her sister who lives in another country, Daisy contacted the Senator's office for assistance. A caseworker provided information on how the relative could apply for a visa and made a request for an expedited interview due to Daisy's mother's deteriorating health. The visa was granted, and the sisters were reunited on Mother's Day.

[\(Back to Top\)](#)

The Aqua Quest Crew

In May 2014, members of the Tarpon Springs-based Aqua Quest crew were wrongly imprisoned in a Honduras jail on charges of smuggling weapons into the country. Senator Rubio became involved in efforts to ensure the crew was released and allowed to return to the United States.

The Senator's involvement led him to question federal officials at an official hearing for the Senate Foreign Relations Committee. Rubio addressed the issue with the U.S. ambassadorial nominee to Honduras, urging him to remain committed to the safety and well-being of the jailed Aqua Quest crew.

NBC Tampa covered Senator Rubio's involvement, which can be seen [here](#).

[\(Back to Top\)](#)

Unforgettable Cases

Mr. Hernandez, born in Cuba, applied for naturalization under the benefit granted to individuals who joined our armed forces during war time. Mr. Hernandez served during the Vietnam War, but in order to be naturalized his file had to be reconstructed. With the help of Senator Rubio's office, he was sworn in as a U.S. citizen on May 30, 2014.

[Reuters, Susan Cooper Eastman:](#)

U.S. Army veteran Mario Hernandez, 58, was sworn in as a citizen on Wednesday, decades after he believed he had been naturalized when he enlisted during the Vietnam War era. Immigration officials apologized to Cuban-born Hernandez after admitting the agency made a mistake in March when it rejected a naturalization application he had filed to correct his status. "I feel like I have been reborn. I feel like crying. I feel like jumping for joy," a teary-eyed Hernandez told reporters after the brief ceremony in Jacksonville. The ceremony at the local office of the U.S. Citizenship and Immigration Services was arranged after national media reported his story last week.

###

In February 2013, [Martin of Port St. Lucie](#) wrote a letter to the TCPalm thanking Senator Rubio for his assistance in ensuring his father was honored with a Purple Heart for his service in World War I:

"I want to thank Sen. Marco Rubio, F-Fla. Recently I came across my father's discharge papers from World War I. It showed my father, Philip Cohen, had been wounded in action Oct. 16, 1918, at the battle in the Argonne Forest in France. He was not awarded any citation for his wounds. I checked and discovered that Congress approved the awarding of a Purple Heart for wounds received during a war before my father's being wounded. I contacted Rubio's office in an effort to correct this oversight. Within a month, he had sent the necessary paperwork to the Department of the Army which, in turn, issued a certificate and Purple Heart in my father's name. As I look at these awards I am proud to be able to pass these honors down to my children and grandchildren. Thank you to Sen. Rubio for his efforts that have made this possible."

###

In February 2012, Senator Rubio's staff was able to successfully resolve a casework issue for Thomas, a Vietnam veteran residing in Duval County. Thomas was awarded the Purple Heart in 1991, but it had been stolen. He reached out to our office for help obtaining a replacement copy of his military service medals, including his Purple Heart. Senator Rubio's staff contacted the National Personnel Records Center on his behalf, and Thomas received a set of his medals.

###

Jack, an active duty military member residing in Tampa, was served with an eviction notice just weeks before he was scheduled to deploy. The home he was renting with his wife and child went into foreclosure when the landlord's short sale was not approved. Jack had signed a one-year lease before the house was foreclosed. Shortly after he was served with an eviction notice, he contacted Senator Rubio's office for assistance. In May 2014, a member of the staff contacted Fannie Mae. After that contact, the eviction was cancelled, the lease execution was pending, and repairs had been authorized to allow Jack's family to remain in the home while he was deployed.

###

Laura Castillo, a 15-year old girl in Miami, was diagnosed with cancer and was receiving treatment through La Liga Contra el Cancer, a non-profit that provides cancer treatment to those who can't afford it. Unfortunately, her mom lived in Nicaragua and was denied a visa to come visit Laura in the U.S.

La Liga reached out to Senator Rubio's office for assistance. Our constituent service team then contacted the State Department and, after much hard work, was eventually able to secure a visa for the mother to visit her sick daughter.

At an annual telethon for La Liga Contra el Cancer, they were reunited on stage. Pictures of the reunion are available [here](#).



Thank you so much for seeing through your promise of helping us with my wife and stepdaughters immigration cases. After so much pain and heart-ache, we finally had our interview for my wife on Friday, August 17, as you know. We were there for a few hours and we hope it has gone well. The officer stated that she can see the "G" a legitimate marriage and that we will hear something by Tuesday.

I can't thank you enough for being the first person and the first professional office that cared enough to see this thing through out of the many places that I have called for help. I had even called the Democratic representative office before, calling your office, and was ignored three times. I am a registered voter with no affiliation and will be observing that on official ballots.



THANK YOU SOOOOOOOOO MUCH!!!!
THANK YOU SOOOOOOOOO MUCH!!!!
THANK YOU SOOOOOOOOO MUCH!!!!

My mom got her visa!!! They said YES!!! Me and her wanted to say thank you! (See the attachment) @

You can not imagine how important this was for us, really, I am still in shock because of it, lol. My mom is the most important person in my life, we both have been thru a lot and this is some kind of reward for everything and this is amazing that she can come and visit and know my life here and take her to DISNEY (It was our dream) to meet Mickey Mouse..... and mu moooooore, now I can even start a real family and give her the happiness I be a grandma Mercedes, thank you for trust on us and make every effort you made to make this happen, you made my life and for you my

A Sample of Thank You Letters

Thank you for all the time you have invested in my family. Your kindness will not go forgotten this holiday season. We wish you and your family a blessed and Merry Christmas.

After getting what I felt was the run around from the IRS, on August 15th, 2012 With your assistance I was able to receive more concrete information regarding my case with the IRS. And by November 11th, 2012 my case was closed and I received my tax refund.

Dear Senator Rubio:

I am writing you to thank you for your assistance in helping me obtain my Survivors Pension benefits from the Veterans Association. As of yesterday the VA awarded me benefits and made them retroactive to April 26, 2012. This remarkable insurance will allow to continue my residency at Prosperity!

At age 98, it is such a relief to have this health care.

FOR MARCO RUBIO UNITED STATES SENATOR FLORIDA

MY WIFE DORIS AND I WANT TO THANK YOU AND YOUR STAFF FOR YOUR OFFICE IN GETTING MY WIFE'S MEDICAL AFTER ALMOST 20 MONTHS OF INACTIVITY IN PROVIDING TREATMENTS, PROVIDED BY OUR ENDOCRINOLOGIST AS WELL AS RELATED MEDICAL PROVIDERS.

REBATE OF ALL PAYMENTS BY DEBITOR, WAS CASH ACCREDITED ON FEB. 2011, IN WHICH MY WIFE WAS IN JUDICIAL ALL MEDICAL RELATED, AUTO AND OTHERS. FOR COVERING, CLARENCE SHE CHANGED HER PRIMARY RESIDENCE, FROM MEDICAL TO FURNISH AUTO INSURANCE AS A MEDICAL PROVIDER. FLORIDA IS A NO-Fault STATE AND INSURANCE COMPANY RECEIVED PAYMENT FOR ANY AUTO AND ITS OTHER MEDICAL NON-FAULT RELATED CLAIMS. AFFECTED BY THIS, APPARENTLY MEDICAL WAS NOT COVERED IN ORDER TO CASH THIS FROM THEIR SYSTEM. CHIEF WAS REQUESTED AND SUPPLIED BY MEDICAL, IN WHICH WAS SUCCESSFULLY PROVIDED A MEDICAL JURY.

WE MUST CREDIT YOU AND YOUR OFFICE AND STAFF FOR BE COMING TO US FOR YOUR OFFICE AND FOR GETTING IN ALL DOCTORS, ENDOCRINOLOGIST NOT RECOMMENDING ANY MEDICAL TREATMENTS TO MY WIFE.

Dear Senator Rubio,
I am writing to you with sincere appreciation for your and the help of your staff. In appreciation I want to your office about a few issues with my husband and regarding medical issues were not able to be taken care of at the hospital and we deal with our mail. This we feel when I want think about my husband.



Thank you for help in getting my husband's medical issues resolved. I am grateful for your help in getting my husband's medical issues resolved. I am grateful for your help in getting my husband's medical issues resolved.

Dear Mr. Marco Rubio

I want to thank you so much for taking the time to read the letter that I wrote to you a few months back and reaching out immediately. I was waiting for social security benefits for over six years. Thanks to your help, I am now receiving my monthly checks, rightfully so. You are truly a blessing to Florida. Me, you don't just talk the talk and more that I ever expected. You truly have my vote. I am so of had your time and attention my issues, truly blessed. I appreciate you Senator Rubio.

Dear Senator Rubio,
Thank you for all your efforts helping family to receive our tax refund which had been delayed because of the fraud on my husband's name and social security number. Thanks to your assistance and communication of a great deal of support at a time of confusion and distress, my husband was able to get back on track with his identity from the IRS. I feel extremely grateful to you for your concern and care on behalf of me, Florida and citizens.

God bless and help the...

ALL YOUR HELP WITH MY STOLEN PASSPORT. THOUGH IT WAS A VERY DREAFFUL TIME FOR ME, IT WAS COMFORTING TO KNOW THAT YOU AND SENATOR RUBIO WERE SO WILLING TO HELP. I KNOW YOU PLAYED A PART IN KEEPING MY DAD'S MIND AT EASE AS WELL! GOD BLESS!

Republicans and I have always voted as so. It is with much pride to know you are in office and help all of your constituents with care and concern. Wish you great success and pray to see you in the White House in the very near future. Many Thanks

The Consulate General of Colombia in Miami presents its respect to you and sends its deepest thank you for your efforts concerning the non-immigrant visa applications of our three nationals.

Your effort was significant in reaching a faster and positive answer from the Embassy of the United States of America in Bogotá.

Thanks to Mercedes' efforts and advice, we had our interview yesterday. We waited hours for a 10AM appointment. I called Mercedes who called the Embassy. Ana Maria was paged within 2 minutes! Ana Maria was granted her visa! She handled the stressful interview with aplomb and confidence. We decided NOT to rehearse.

I know you have a busy schedule, but I would enjoy a dinner with you sandwiched in between two Colombianas-palpas speaking a mfo a minute while we chat. Let me know when your schedule has you back in Orlando so we may coordinate plan and time.

I am indebted to you and Mercedes for your gracious assistance in having our dream fulfilled.

I writing this letter to thank you and your staff in assisting me receive my 2011 tax refund. When I went to file my taxes my accountant notified me that I was a victim of identity fraud. I then began a long process with the IRS in order to receive my refund.

After getting what I felt was the run around from the IRS, I contacted your office on August 15th, 2012 With your assistance I was able to receive more concrete information regarding my case with the IRS. And by November 11th, 2012 my case was closed and I received my tax refund.

This letter is to notify you that thanks to your help, Denzel has just been notified that he will begin receiving his benefits, and some back benefits.

As a friend of Denzel and his wife, Shirley, I want to thank you with all my heart. May God bless you and your staff, and all your families for the good work you do.

Bless You

Ann

My husband and I would like to thank you and your staff for assistance in obtaining the war medals my father was awarded during his service in World War II. Your staff expedited this request much faster than we expected, for which we are grateful. Our son was very excited to receive these medals and has displayed them proudly along with his grandfather's flag. Our family is very proud of the service, dedication and sacrifice.

Dear Senator Rubio:

On May 21, 2013 we sent you a letter concerning our problems with our AARP/United Health Care program being incorrectly submitted to Social Security and our inability to get Social Security to correct the matter.

I appreciate your contacting Social Security and AARP on our behalf because your contact brought about a corrected change as it was supposed to be initially and we just learned this week that our doctors have been notified of this correction. Without your involvement we are certain we would have been left with thousands of dollars in bills.

We are grateful for your help.

CLOSING NOTE

I want to thank the people of Florida for the honor and privilege of serving them in the U.S. Senate. I am truly blessed to have this chance to work on their behalf.

As thousands of Floridians can attest, the stories outlined in this report – and many more that our office has been involved in – simply wouldn't be possible without our constituent service team, which works tirelessly every day to help others. They help ensure that our safety net is there to catch people who have fallen, and help them get back on their feet. They help people get the assistance they need and the benefits they have earned during a lifetime of work or service to our country. They help make sure the federal government doesn't stand in the way of people realizing their American Dream. Sometimes they encounter problems that can only be solved legislatively. But in some cases, they literally help save lives.

These staff members have come to our office from varying backgrounds and possess talents that not only make our office stronger, but also their families and communities.

We have individuals who are fluent in English, Spanish and Haitian Creole, allowing us to serve most people without language being a barrier. We have younger staffers who have only recently experienced the satisfaction that comes from receiving thank you notes from constituents we've helped, and we have more experienced staffers that still feel the same sense of fulfillment even several hundred thank you notes into their careers. Some still shed tears of pride and joy when they watch people they've helped become American citizens. We have individuals who, when they aren't serving constituents in their official capacities, are leaders in community and civic organizations. They are mothers and fathers. One is a veteran, now serving her fellow veterans. One is working towards a law degree. Another is an accomplished singer that I worry we may ultimately lose one day to American Idol.

Together, they have helped our office reach today's 500th Mobile Office Hours milestone, helped us serve thousands of constituents over the past three and a half years, helped open our eyes to the problems inherent in the federal bureaucracy and, ultimately, made me exceedingly proud to serve the people of Florida alongside them.

Thank you.

Marco

[\(Back to Top\)](#)